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ABSTRACT

A shortened version of the final report of a Federally-funded developmental curriculum research project, the publication presents the findings of a workshop (University of Northern Iowa, 1973) for the purpose of identification of job tasks for entry-level office occupations from research-based materials. Studies by Lamb (Mary Lou), Lanham (Frank W.), and Perkins (Edward A.) were used by the workshop participants to identify job tasks for selected entry-level office occupations. Job performance tasks indicated in the research were the basis for the selection of the following job classifications: stenographer, secretary, receptionist, general office clerk, clerk typist, mail clerk, transcribing machine operator, office machine operator, and file clerk. Three sets of tables were prepared. Tables 1-9 list the percent of respondents performing tasks, arranged in descending order, for nine subject matter areas. Tables 9-18 list the percent of respondents performing tasks, arranged in descending order according to subject matter and the above listed job classifications; tables 19-27 provide additional coverage of subject matter area and job classifications using a matrix format. Since lower percents did not appear significant in curriculum development for office occupations, the percent of respondents performing tasks below 30% was eliminated. (Approximately 120 pages consist of tables.) (Author/EA)

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IDENTIFICATION OF TASKS IN OFFICE OCCUPATIONS

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Final Report

June 1973 Workshop

Developed by the Department of Business Education and Office Administration, University of Northern Iowa, Cedar Falls, in cooperation with the Career Education Division, Department of Public Instruction, Des Moines, Iowa, as a research project.

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June 1973 Workshop

Developed by the Department of Business Education and Office Administration, University of Northern Iowa, Cedar Falls, in cooperation with the Career Education Division, Department of Public Instruction, Des Moines, Iowa, as a research project funded by Part C., P.L. 90-576.

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FOREWORD

Office education curriculum frequently is based on units of instruction determined in many cases by textbook authors or subjective judgments of instructors. The units of instruction may have little relationship to job tasks necessary for gainful employment in office occupations. Therefore, in order to develop relevant curriculum and instructional materials for office occupations education, it is necessary to prepare a list of those job tasks which are required for specific office occupations.

With job opportunities increasing in office occupations, secondary and postsecondary teachers are confronted with a challenge to meet the increased demand for qualified office employees by providing practical instruction to develop specific competencies for gainful employment in office occupations.

A workshop for the purpose of identification of job tasks for entry-level office occupations from research-based materials was held on the University of Northern Iowa Campus, Cedar Falls, Iowa, June 4-8, 1973. The workshop was conducted by the Department of Business Education and Office Administration under a research grant from the Career Education Division, Iowa State Department of Public Instruction.

The final report of the workshop is available in its entirety on microfiche through INFORMS, Department of Public Instruction, Grimes State Office Building, Des Moines, Iowa 50319.

This publication is a shortened version of the final report. The tables have been revised to exclude tasks not performed by seventy percent of the respondents in each occupation. The lower percents do not appear to be crucial in the development of curriculum for the office occupations which were included in the project.

Copies of this publication are available without charge from the State Director, Career Education Division, Department of Public Instruction, Grimes State Office Building, Des Moines, Iowa 50319.

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This publication is a shortened version of the final report of a developmental research project funded under Part C, Public Law 90-576. The report was prepared by the project director:

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OFFICE OCCUPATIONS WORKSHOP PARTICIPANTS

June 4-8, 1973

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PROCEDURES

Studies by Lamb[1], Lanham[2], and Perkins[3] were used by the workshop participants to identify job tasks for selected entry-level office occupations. The participants compiled a list of tasks from the three studies by combining like tasks and eliminating duplicates.

The job performance tasks indicated in the research were the basis for the selection of the following job classifications: Stenographer, Secretary, Receptionist, General Office Clerk, Clerk Typist, Mail Clerk, Transcribing Machine Operator, Office Machine Operator, and File Clerk.

The job classifications were matched to the job descriptions as listed in Clerical Careers -- (Iowa Job Guide), Iowa Employment Security Commission, 1973, and Standard Terminology for Curriculum and Instruction in Local and State School Systems, U. S. Department of Health, Education and Welfare, 1970.

Since the three studies mentioned above reported results in different ways, the results which were given in percent of respondents were used as stated and the others were converted to percents. Then, if results from all three studies were included, the three percents were totaled and averaged. This average was then used in determining importance of job tasks according to respondents.

Three sets of tables were prepared. Tables I through IX list the percent of respondents performing tasks, arranged in descending order for the following subject matter: typewriter, dictation and transcription, clerical duties, human relations, mailing, communications, office machines and equipment, records management, and computation and financial recordkeeping.

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[1] Mary Lou Lamb, "The Relevance of Instruction Provided in the Secondary School Stenographic Program to Job Requirements for Beginning Stenographic Positions" (unpublished doctoral dissertation, Indiana University, 1970).

[2] Frank W. Lanham et al., Development of Task Performance Statements for a New Office and Business Education Learnings System (NOBELS) (Columbus, Ohio: The Center for Vocational and Technical Education, September, 1972).

[3] Edward A. Perkins and F. Ross Byrd, A Research Model for Identification of Task and Knowledge Clusters Associated with Performance of Major Types of Office Employees' Work (Pullman: Washington State University, December, 1966).

Tables X through XVIII list the percent of respondents performing tasks, arranged in descending order according to subject matter for the following selected office occupations: Stenographer, Secretary, Receptionist, General Office Clerk, Clerk Typist, Mail Clerk, Machine Transcriber, Office Machine Operator, and File Clerk.

The materials which are indented, without indicating a percent of respondents, in Tables I through XVIII, are sub-tasks which were listed by the workshop participants.

Tables XIX through XXVII list the percent of respondents performing tasks, arranged in descending order according to subject matter areas using a matrix format for the following selected office occupations: Stenographer, Secretary, Receptionist, General Office Clerk, Clerk Typist, Mail Clerk, Machine Transcriber, Office Machine Operator, and File Clerk. The percent of respondents performing tasks below 30 percent was eliminated in Tables XIX through XXVII. Subsequently, the percent of respondents performing tasks below 30 percent was eliminated from the remaining tables for this printed version of the final report, but all tables are available in the complete final report reproduced on microfiche. The lower percents do not appear to be crucial in the development of curriculum for the office occupations which were included in the project.

TABLE I

TYPEWRITING TASKS

Percent of respondents performing tasks	Tasks (arranged in descending order)
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
80	Type carbon copies
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type and/or rule tabular material (tables, columns, rows of figures)
69	Type labels
69	Type final copy from rough-draft copy
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
64	Type copy from unarranged copy Type copy from handwritten copy
62	Type fill-ins on duplicated letters or bulletins (form letter etc.)
62	Type manuscripts and/or reports (formal or informal)
61	Type correspondence, memos, and other items from rough draft
60	Compose copy at the typewriter

TABLE I (continued)

Percent of respondents performing tasks	Tasks (arranged in descending order)
55	Type letters Type letters from unarranged copy Type on all kinds of letterheads and paper sizes Type two-page letters Type letters requiring display, technical or numerical data Type business letters in various styles Type business letters using different kinds of punctuation Type letter parts--attention line, subject line, closing lines, reference initials, carbon copy notations, mailing notations, postscript, enclosure
54	Type interoffice memorandums
48	Make corrections with correction tape (requires no erasing)
47	Clean typewriter Change ribbon
47	Type preprinted forms
47	Type statistical material
45	Type in outline form
41	Type postal cards
40	Type information on continuous roll tape
34	Type minutes or reports of meetings
33	Type and correct spirit masters (e.g., Ditto masters)
33	Type legal papers and forms
32	Take dictation at the typewriter (type dictation as employer dictates)
32	Type on printed personnel forms
31	Type and correct stencils (Mimeograph process)
30	Type on printed purchase requisitions

TABLE II

DICTATION AND TRANSCRIPTION

Percent of respondents performing tasks	Tasks (arranged in descending order)
55	Take dictation in shorthand and transcribe letters and attachments
54	Take dictation in shorthand and transcribe memos and reports
52	Take dictation in shorthand and transcribe rough drafts
33	Transcribe machine-recorded dictation of letters and attachments
32	Write shorthand (any system)
32	Transcribe machine-recorded dictation for memos
31	Transcribe machine-recorded dictation for rough drafts Transcribe machine-recorded dictation for manuscripts
30	Transcribe machine-recorded dictation for reports

TABLE III

CLERICAL DUTIES

Percent of respondents performing tasks	Tasks (arranged in descending order)
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur
79	Arrange papers or articles on/or in your own and/or your supervisor's desk
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Assemble and staple duplicated material
72	Change calendar daily
66	Run errands
65	Order supplies of various kinds for the office (from suppliers or central supply department)
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)

TABLE III (continued)

Percent of respondents performing tasks	Tasks (arranged in descending order)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)
56	Compile periodic reports
56	Use U. S. Zip Code Directory
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily
54	Select or order typewriting supplies and equipment (ribbons, erasers, etc.)
52	Prepare requisitions
51	Use City Directory
50	Select or order proper typewriting paper and carbon paper
50	Distribute supplies
49	Count items
49	Inspect material recieved for completeness, damages, etc.
47	Use other reference books or manuals not listed here
44	Make change
43	Process routine forms and requests
42	Use maps
41	Gather data to fill out questionnaires

TABLE III (continued)

Percent of respondents performing tasks	Tasks (arranged in descending order)
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Get quotations on supplies (from supplier)
37	Use secretarial handbook
37	Dust employer's desk and keep employer's desk neat
35	Review tickler file
35	Route shipments of materials (within office, between departments, etc.)
35	Record daily attendance
35	Update office manual or instruction book for employees
34	Use technical manuals
34	Order and distribute supplies
31	Use U. S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.

TABLE IV

HUMAN RELATIONS

Percent of respondents performing tasks	Tasks (arranged in descending order)
88	Plan work and decide on priority of work for one's self
78	Direct people to proper offices and act as a guide for visitors
72	Hear and answer customer complaints
70	Greet callers Show tact Show patience Treat all callers and fellow workers or supervisors with respect Exercise good judgment Be discrete about office matters Show enthusiasm Be friendly Be sincere
67	Make employer and client introductions Announce callers in the appropriate manner
53	Remind employer of engagements, dates, things to do, etc.
50	Coordinate with other personnel on various matters for employer
48	Arrange reception room and serve coffee or refreshments to employer, employees, and guests
47	Collect money from office employees for various purposes
44	Plan for and distribute work among other employees and follow up on unfinished work
43	Screen visitors or people who want to see your employer
40	Direct servicemen on service calls

TABLE IV (continued)

Percent of respondents performing tasks	Tasks (arranged in descending order)
39	Receive callers
	Receive callers courteously and graciously
	Handle a long wait
	Keep a card file of callers to enable recognition
	Remember names and faces
	Tactfully interrupt
31	Manage office and supervise other employees
30	Notify and remind employees of immediately pending meeting
30	Counteract false reports which spread in organizations

TABLE V

MAILING

Percent of respondents performing tasks	Tasks (arranged in descending order)
86	Address, fold, insert and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)
72	Take mail to mail room or mail box
70	Read incoming mail Make notes in incoming mail which superior should see Attach pertinent correspondence to incoming mail for superior to refresh his memory Read, underline, and annotate the mail
65	Sort mail (for different persons and/or in priority of order)
64	Forward mail
55	Prepare and process outgoing mail Mark, attach, or enclose materials for outgoing mail Take mail to post office Determine use of special mail services Determine classes of mail
55	Pick up incoming and outgoing mail
52	Use special mail services Registered, certified, and special delivery Sign for registered mail Process certified, special delivery, COD, and registered mail Have mail registered or certified Insure mail Use franking and penalty mail Obtain mailing material from post office (certified and registered mail stickers, rate sheets, etc.)

TABLE V (continued)

Percent of respondents performing tasks	Tasks (arranged in descending order)
48	Read outgoing mail to check up on information, etc.
45	Sign boss's mail (his signature)
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail) Package items for mailing Wrap and tie packages
40	Weigh items and calculate postal rates
38	Purchase postage Purchase money orders
37	Make up mailing list Revise mailing list Check mailing list Distribute mailing list

TABLE VI

COMMUNICATIONS

Percent of respondents performing tasks	Tasks (arranged in descending order)
95	Use telephone directory
	Use an alphabetic directory
	Use a classified directory
	Use "Information" service
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customer
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedure for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions or superiors
84	Maintain proper records of telephone communication
	Maintain record of long-distance calls
	Maintain record of all long-distance outgoing calls
	Maintain record of important incoming calls
	Use proper procedures for handling telephone messages
	Place telephone memoranda, messages, etc., where employer will see them
	Take complete telephone message
74	Compose all types of written correspondence
	Answer requests by typed letters
	Compose memos, responses, and TV commercials
	Send letter/teletype to customer regarding merchandise shipment

TABLE VI (continued)

Percent of respondents performing tasks	Tasks (arranged in descending order)
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
45	Make engagements and appointments for employer Arrange schedules and patients' appointments Arrange doctor/patient conferences Reschedule appointments
45	Send and receive telegrams and/or cablegrams
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone with proper identification Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully

TABLE VII

OFFICE MACHINES AND EQUIPMENT

Percent of respondents performing tasks	Tasks (arranged in descending order)
96	Operate typewriter (manual and electric)
70	Operate 10-key adding machine
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)
61	Operate calculators Change ribbon and tape Develop efficient production speed and accuracy
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
39	Operate rotary calculator
31	Clean and maintain office equipment other than typewriter

TABLE VIII

RECORDS MANAGEMENT

Percent of respondents performing tasks	Tasks (arranged in descending order)
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing
77	Make folders and folder labels for files
75	Search for lost materials
74	Transfer records to inactive files
71	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
64	File materials by number
61	Handle classified or confidential files
61	Keep card indexes
57	Dispose of records
53	File materials by chronological order
53	Control and manage filing system
53	Select and/or order filing equipment and supplies
50	Handle cross references
49	Keep tickler or follow-up files
47	File materials by geographical location
43	Follow up released material
34	Assign file numbers
30	Install filing system

TABLE IX

COMPUTATION AND FINANCIAL RECORDKEEPING

Percent of respondents performing tasks	Tasks (arranged in descending order)
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals
46	Compute percentage problems
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
42	Check bills and/or invoices (verify extensions, etc.)
41	Write receipts
40	Keep current files of invoices and purchase orders
37	Compute sales taxes
36	Deposit checks and/or cash in bank or cashier's office
34	Write checks
31	Cash checks

TABLE X

TASKS PERFORMED BY STENOGRAPHERS
ARRANGED IN CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
80	Type carbon copies
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type and/or rule tabular material (tables, columns, rows of figures)
69	Type labels individually
69	Type final copy from rough-draft copy
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
64	Type copy from unarragned copy Type copy from handwritten copy
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)
62	Type manuscripts and/or reports (formal or informal)

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Typewriting (Continued)
61	Type correspondence, memos, and other items from form and rough draft required by employer
60	Compose copy at the typewriter
55	Type letters Type letters from unarranged copy Type on all kinds of letterheads and paper sizes Type two-page letters Type letters requiring display, technical or numerical data Type business letters in various styles Type business letters using different kinds of punctuation Type letter parts--attention line, subject line, closing line, reference initials, carbon copy notations, mailing notations, P.S., Enclosure
48	Make corrections with correction tape (requires no erasing) Realign copy that has been removed from machine
47	Clean typewriter Change ribbon
47	Type preprinted forms
47	Type statistical material
45	Type in outline form
41	Type postal cards
40	Type information on continuous roll tape (gummed back or self-sealing back)
34	Type minutes or reports of meetings

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Typewriting (Continued)
33	Type and correct spirit masters (e.g., Ditto masters)
33	Type legal papers and forms
32	Take dictation at the typewriter (type dictation as employer dictates)
32	Type on printed personnel forms
31	Type and correct stencils (Mimeograph process)
30	Type on printed purchase requisitions
	Dictation and Transcription
55	Take dictation in shorthand and transcribe letters and attachments
54	Take dictation in shorthand and transcribe memos and reports
52	Take dictation in shorthand and transcribe rough drafts
33	Transcribe machine-recorded dictation of letters and attachments
32	Write shorthand (any system)
32	Transcribe machine-recorded dictation for memos
31	Transcribe machine-recorded dictation for rough drafts Transcribe machine-recorded dictation for manuscripts
30	Transcribe machine-recorded dictation for reports

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Clerical Duties
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur
79	Arrange papers or articles on/or in your own and/or your supervisor's desk
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Assemble and staple duplicated material
66	Run errands
65	Order supplies of various kinds for the office (from suppliers or central supply office)
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Clerical Duties (Continued)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)
56	Compile periodic reports
56	Use U. S. Zip Code Directory
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily
54	Select or order typewriting supplies and equipment (ribbons, erasers, etc.)
52	Prepare requisitions
51	Use City Directory
50	Select or order proper typewriting paper and carbon paper
50	Distribute supplies
49	Count items
49	Inspect material received for completeness, damages, etc.
47	Use other reference books or manuals not listed here
44	Make change
43	Process routine forms and requests

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Clerical Duties (Continued)
42	Use maps
41	Gather data to fill out questionnaires
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Get quotations on supplies (from supplier)
37	Use secretarial handbook
37	Dust employer's desk and keep employer's desk neat
35	Route shipments of materials (within office, between departments, etc.)
35	Review tickler file
35	Record daily attendance
35	Update office manual or instruction book for employees
34	Use technical manuals
34	Order and distribute supplies
31	Use U. S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Human Relations
88	Plan work and decide on priority of work for one's self
50	Coordinate with other personnel on various matters for employer
47	Collect money from office employees for various purposes
43	Screen visitors or people who want to see your employer
40	Direct servicemen on service calls
30	Notify and remind employees of immediately pending meeting
30	Counteract false reports which spread in organizations
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)
72	Take mail to mail room or mail box
70	Read incoming mail Make notes on incoming mail which superior should see Attach pertinent correspondence to incoming mail for superior to refresh his memory Read, underline, and annotate the mail
65	Sort mail (for different persons and/or in priority order)
64	Forward mail

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Stenographer)

Mailing
(Continued)

55 Prepare and process outgoing mail
- Mark, attach, or enclose materials for outgoing mail
- Take mail to post office
- Determine use of special mail services
- Determine classes of mail

52 Use special mail services. Registered, certified, and special delivery
- Sign for registered
- Process certified, special delivery, COD, and registered mail
- insure mail
- Use franking and penalty mail
- Obtain mailing material from post office (certified and registered mail stickers, rate sheets, etc.)

48 Read outgoing mail to check up on information, etc.

45 Sign boss's mail (his signature)

40 Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail)
- Package items for mailing
- Wrap and tie packages

40 Weigh items and calculate postal rates

38 Purchase postage
- Purchase money orders

37 Make up mailing list
- Revise mailing list
- Check mailing list
- Distribute mailing list

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Communications
95	Use telephone directory
	Use an alphabetic directory
	Use a classified directory
	Use "Information" service
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customer
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedure for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of superiors
84	Maintain proper records of telephone communication
	Maintain record of long distance calls
	Maintain record of all long-distance outgoing calls
	Maintain record of important incoming calls
	Use proper procedures for handling telephone messages
	Place telephone memoranda, messages, etc., where employer will see them
	Take complete telephone message
74	Compose all types of written correspondence
	Answer requests by typed letters
	Compose memos, responses, and TV commercials
	Send letter/teletype to customer regarding merchandise shipment

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Communications (Continued)
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
45	Make engagements and appointments for employer Arrange schedules and patients' appointments Arrange doctor/patient conferences Reschedule appointments
45	Send and receive telegrams and/or cablegrams
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone with proper identification Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully
	Office Machines and Equipment
96	Operate typewriter (manual & electric)

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Office Machines and Equipment (Continued)
70	Operate 10-key adding machine
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)
61	Operate calculators Change ribbon and tape Develop efficient production speed and accuracy
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
39	Operate rotary calculator
	Records Management
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing
77	Make folders and folder labels for files

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Records Management (Continued)
75	Search for lost materials
74	Transfer records to inactive files
71	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
64	File materials by number
61	Handle classified or confidential files
61	Keep card indexes
57	Dispose of records
53	File materials by chronological order
53	Control and manage filing system
53	Select and/or order filing equipment and supplies
50	Handle cross references
49	Keep tickler or follow-up files
47	File materials by geographical location
43	Follow up released material
34	Assign file numbers
30	Install filing system

TABLE X (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Stenographer)
	Computation and Financial Recordkeeping
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals
46	Compute percentage problems
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
42	Check bills and/or invoices (verify extensions, etc.)
41	Write receipts
40	Keep current files of invoices and purchase orders
37	Compute sales taxes
36	Deposit checks and/or cash in bank or cashier's office
34	Write checks
31	Cash checks

TABLE XI

TASKS PERFORMED BY SECRETARIES
ARRANGED IN CLUSTERS

NOTE: The following is a list of tasks performed by Secretaries in addition to those listed for Stenographers in Table X.

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Human Relations
78	Direct people to proper offices and act as a guide for visitors
72	Hear and answer customer complaints
70	Greet callers Show tact Show patience Treat all callers and fellow workers or supervisors with respect Excercise good judgment Be discrete about office matters Show enthusiasm Be friendly Be sincere
67	Make employer and client introductions Announce callers in the appropriate manner
53	Remind employer of engagements, dates, things to do, etc.
48	Arrange reception room and serve coffee or refreshments to employer, employees, and guests
44	Plan for and distribute work among other employees and follow up on unfinished work

TABLE XI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
39	Receive callers
	Receive callers courteously and graciously
	Handle a long wait
	Keep a card file of callers to enable recognition
	Remember names and faces
	Tactfully interrupt
31	Manage office and supervise other employees
	Communications
	None

TABLE XII

TASKS PERFORMED BY RECEPTIONISTS
ARRANGED IN CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
80	Type carbon copies
69	Type and/or rule tabular material (tables, columns, rows of figures)
64	Type copy from unarranged copy Type copy from handwritten copy
60	Compose copy at the typewriter
55	Type letters Type letters from unarranged copy Type on all kinds of letterheads and paper sizes Type two-page letters Type letters requiring display, technical or numerical data Type business letters in various styles Type business letters using different kinds of punctuation Type letter parts--attention line, subject line, closing lines, reference initials, carbon copy notations, mailing notations, P.S., Enclosure
47	Type statistical material
	Dictation and Transcription
33	Transcribe machine-recorded dictation of letters and attachments
32	Transcribe machine-recorded dictation for memos

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Receptionist)
31	Transcribe machine-recorded dictation for rough drafts Transcribe machine-recorded dictation for manuscripts
30	Transcribe machine-recorded dictation for reports
	Clerical Duties
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur
75	Look over notes and memos for the day
73	Make notes for the next day's work
72	Assemble and staple duplicated material
66	Run errands
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
56	Compile periodic reports
56	Use U.S. Zip Code Directory
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Receptionist)
	Clerical Duties (Continued)	
51	Use City Directory	
49	Count items	
47	Use other reference books or manuals not listed here	
43	Process routine forms and requests	
42	Use maps	
41	Gather data to fill out questionnaires	
40	Post notices--update bulletin board	
37	Use secretarial handbook	
35	Review tickler file	
35	Record daily attendance	
35	Update office manual or instruction book for employees	
34	Use technical manuals	
31	Use U.S. Postal Manual (postage rates, types of mail)	
	Human Relations	
88	Plan work and decide on priority of work for one's self	
78	Direct people to proper offices and act as a guide for visitors	

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Receptionist)
	Human Relations (Continued)
72	Hear and answer customer complaints
70	Greet callers Show tact Show patience Treat all callers and fellow workers or supervisors with respect Excercise good judgment Be discrete about office matters Show enthusiasm Be friendly Be sincere
67	Make employer and client introductions Announce callers in the appropriate manner
53	Remind employer of engagements, dates, things to do, etc.
50	Coordinate with other personnel on various matters for employer
48	Arrange reception room and serve coffee or refreshments to employer, employees, and guests
47	Collect money from office employees for various purposes
43	Screen visitors or people who want to see your employer
40	Direct servicemen on service calls
39	Receive callers Receive callers courteously and graciously Handle a long wait Keep a card file of callers to enable recognition Remember names and faces Tactfully interrupt

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Receptionist)
	Human Relations (Continued)
30	Notify and remind employees of immediately pending meeting
30	Counteract false reports which spread in organizations
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)
72	Take mail to mail room or mail box
70	Read incoming mail Make notes on incoming mail which superior should see Attach pertinent correspondence to incoming mail for superior to refresh his memory Read, underline, and annotate the mail
65	Sort mail (for different persons and/or in priority order)
64	Forward mail
55	Prepare and process outgoing mail Mark, attach, or enclose materials for outgoing mail Take mail to post office Determine use of special mail services Determine classes of mail

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Receptionist)

Mailing
(Continued)

52 Use special mail services. Registered, certified, and special delivery.
- Sign for registered mail
- Process certified, special delivery, COD, and registered mail
- Have mail registered or certified
- Insure mail
- Use franking and penalty mail
- Obtain mailing materials from post office (certified and registered mail stickers, rate sheets, etc.)

45 Sign boss's mail (his signature)

40 Prepare bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk items)
- Package items for mailing
- Wrap and tie packages

40 Weigh items and calculate postal rates

38 Purchase postage
- Purchase money orders

37 Make up mailing list
- Revise mailing list
- Check mailing list
- Distribute mailing list

Communications

95 Use telephone directory
- Use an alphabetic directory
- Use a classified directory
- Use "Information" service

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Receptionist)
	Communications (Continued)
43	Handle incoming telephone calls
	Keep record of local incoming calls
	Transfer telephone calls to another department
	Screen employer's calls
	Handle all telephone calls properly
	Learn the proper procedures for handling telephone calls
	Answer phone with proper identification
	Answer phone promptly
	Develop an attractive telephone voice
	Develop an appealing attitude in your voice
	Terminate calls tactfully
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customers
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedure for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of supervisors
84	Maintain proper records of telephone communication
	Maintain record of long-distance calls
	Maintain record of all long-distance outgoing calls
	Maintain record of important incoming calls
	Use proper procedures for handling telephone messages
	Place telephone memoranda, messages, etc., where employer will see them
	Take complete telephone message

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Receptionist)
	Communications (Continued)
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
45	Make engagements and appointments for employer Arrange schedules and patients' appointments Arrange doctor/patient conferences Reschedule appointments
45	Send and receive telegrams and/or cablegrams
	Office Machines and Equipment
96	Operate typewriter (manual and electric)
70	Operate 10-key adding machine
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Receptionist)
	Office Machines and Equipment (Continued)	
61	Operate calculators	
	Change ribbon and tape	
	Develop efficient production speed and accuracy	
50	Operate copying machines	
	Prepare copy correctly	
	Make a special master on a dry copy machine	
	Make transparencies on a dry copy machine	
	Make copies on a wet copy machine	
	Make offset masters on a wet copy machine	
	Use an electronic stencil cutter	
39	Operate rotary calculator	
	Records Management	
90	Locate, remove, and check out materials from file	
84	Sort materials for filing	
	Prepare materials for filing	
77	Make folders and folder labels for files	
75	Search for lost materials	
71	File materials by name of person (alphabetical)	
68	Revise files	
65	File materials by subject	

TABLE XII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Receptionist)
	Records Management (Continued)	
64	File materials by number	
61	Keep card indexes	
57	Dispose of records	
53	File materials by chronological order	
50	Handle cross references	
49	Keep tickler or follow-up files	
47	File materials by geographical location	
43	Follow up released material	
[illegible]	[illegible] file numbers	
	Compuation and Financial Recordkeeping	
95	Use addition	
93	Use subtraction	
89	Use multiplication	
87	Use division	
77	Use decimals	
68	Use fractions	

TABLE XII (Continued)

Percent of respondnets performing tasks	Task Clusters (arranged in descending order) (Receptionist)
	Computation and Financial Recordkeeping (Continued)
57	Convert decimals to fractions
53	Convert fractions to decimals
46	Compute percentage problems
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
42	Check bills and/or invoices (verify extensions, etc.)
41	Write receipts
37	Compute sales taxes
36	Deposit checks and/or cash in bank or cashier's office
34	Write checks
31	Cash checks

TABLE XIII

TASKS PERFORMED BY GENERAL OFFICE CLERKS
ARRANGED IN CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
80	Type carbon copies
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type and/or rule tabular material (tables, columns, rows of figures)
69	Type labels individually
69	Type final copy from rough-draft copy
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
64	Type copy from unarranged copy Type copy from handwritten copy
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)
62	Type manuscripts and/or reports (formal or informal)

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerks)
	Typewriting (Continued)
61	Type correspondence, memos, and other items from form and rough draft required by employer
60	Compose copy at the typewriter
55	Type letters Type letters from unarranged copy Type on all kinds or letterheads and paper sizes Type two-page letters Type letters requiring display, technical or numerical data Type business letters in various styles Type business letters using different kinds of punctuation Type letter parts--attention line, subject line. closing lines, reference initials, carbon copy notations, mailing notations, P.S., Enclosure
48	Make corrections with correction tape (requires no erasing) Realign copy that has been removed from machine
47	Clean typewriter Change ribbon
47	Type preprinted forms
47	Type statistical material
45	Type in outline form
41	Type postal cards
40	Type information on continuous roll tape (gummed back or self-sealing back)
34	Type minutes or reports of meetings

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerks)
	Typewriting (Continued)
33	Type and correct spirit masters (e.g., Ditto masters)
33	Type legal papers and forms
32	Type on printed personnel forms
31	Type and correct stencils (Mimeograph process)
30	Type on printed purchase requisitions
	Dictation and Transcription
55	Take dictation in shorthand and transcribe letters and attachments
54	Take dictation in shorthand and transcribe memos and reports
52	Take dictation in shorthand and transcribe rough drafts
33	Transcribe machine-recorded dictation of letters and attachments
32	Write shorthand (any system)
32	Transcribe machine-recorded dictation for memos
31	Transcribe machine-recorded dictation for rough drafts
	Transcribe machine-recorded dictation for manuscripts
30	Transcribe machine-recorded dictation for reports

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Clerical Duties
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur
79	Arrange papers or articles on/or in your own and/or your supervisor's desk
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Assemble and staple duplicated material
72	Change calendar daily
66	Run errands
65	Order supplies of various kinds for the office (from suppliers or central supply department)
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Clerical Duties (Continued)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)
56	Compile periodic reports
56	Use U. S. Zip Code Directory
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily
54	Select or order typewriting supplies and equipment (ribbons, erasers, etc.)
52	Prepare requisitions
51	Use City Directory
50	Select or order proper typewriting paper and carbon paper
50	Distribute supplies
49	Count items
49	Inspect material received for completeness, damages, etc.
47	Use other reference books or manuals not listed here
44	Make change
43	Process routine forms and requests

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Clerical Duties (Continued)
42	Use maps
41	Gather data to fill out questionnaires
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Get quotations on supplies (from supplier)
37	Use secretarial handbook
37	Dust employer's desk and keep employer's desk neat
35	Route shipments of materials (within office, between departments, etc.)
35	Review tickler file
35	Record daily attendance
35	Update office manual or instruction book for employees
34	Use technical manuals
34	Order and distribute supplies
31	Use U. S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Human Relations
88	Plan work and decide on priority of work for one's self
78	Direct people to proper offices and act as a guide for visitors
72	Hear and answer customer complaints
70	Greet callers Show tact Show patience Treat all callers and fellow workers or supervisors with respect Exercise good judgment Be discrete about office matters Show enthusiasm Be friendly Be sincere
67	Make employer and client introductions Announce callers in the appropriate manner
53	Remind employer of engagements, dates, things to do, etc.
50	Coordinate with other personnel on various matters for employer
48	Arrange reception room and serve coffee or refreshments to employer, employees, and guests
47	Collect money from office employees for various purposes
43	Screen visitors or people who want to see your employer
40	Direct servicemen on service calls

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Human Relations (Continued)
39	Receive callers Receive callers courteously and graciously Handle a long wait Keep a card file of callers to enable recognition Remember names and faces Tactfully interrupt
30	Notify and remind employees of immediately pending meeting
30	Counteract false reports which spread in organizations
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)
72	Take mail to mailroom or mail box
70	Read incoming mail Make notes on incoming mail which superior should see Attach pertinent correspondence to incoming mail for superior to refresh his memory Read, underline, and annotate the mail
65	Sort mail (for different persons and/or in priority order)
64	Forward mail

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Mailing (Continued)
55	Prepare and process outgoing mail Mark, attach, or enclose materials for outgoing mail Take mail to post office Determine use of special mail services Determine classes of mail
52	Use special mail services. Registered, certified, and special delivery. Sign for registered mail Process certified, special delivery, COD, and registered mail Have mail registered or certified Insure mail Use franking and penalty mail Obtain mailing material from post office (certified and registered mail stickers, rate sheets, etc.)
48	Read outgoing mail to check up on information, etc.
45	Sign boss's mail (his signature)
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail) Package items for mailing Wrap and tie packages
40	Weigh items and calculate postal rates
38	Purchase postage Purchase money orders
37	Make up mailing list Revise mailing list Check mailing list Distribute mailing list

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Communications
95	Use telephone directory
	Use an alphabetic directory
	Use a classified directory
	Use "Information" service
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customer
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedure for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of superiors
84	Maintain proper records of telephone communication
	Maintain record of long distance calls
	Maintain record of all long-distance outgoing calls
	Maintain record of important incoming calls
	Use proper procedures for handling telephone messages
	Place telephone memoranda, messages, etc., where employer will see them
	Take complete telephone message
74	Compose all types of written correspondence
	Answer requests by typed letters
	Compose memos, responses, and TV commercials
	Send letter/teletype to customer regarding merchandise shipment

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Communications (Continued)
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
45	Make engagements and appointments for employer Arrange schedules and patients' appointments Arrange doctor/patient conferences Reschedule appointments
45	Send and receive telegrams and/or cablegrams
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone with proper identification Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully
	Office Machines and Equipment
96	Operate typewriter (manual & electric)

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Office Machines and Equipment (Continued)
70	Operate 10-key adding machine
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)
61	Operate calculators Change ribbon and tape Develop efficient production speed and accuracy
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
39	Operate rotary calculator
31	Clean and maintain office equipment other than typewriter
	Records Management
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Records Management (Continued)
77	Make folders and folder labels for files
75	Search for lost materials
74	Transfer records to inactive files
71	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
64	File materials by number
61	Handle classified or confidential files
61	Keep card indexes
57	Dispose of records
53	File materials by chronological order
53	Control and manage filing system
53	Select and/or order filing equipment and supplies
50	Handle cross-references
49	Keep tickler or follow-up files
47	File materials by geographical location
43	Follow up released material

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Records Management (Continued)
34	Assign file numbers
30	Install filing system
	Computation and Financial Recordkeeping
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals
46	Compute percentage problems
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
42	Check bills and/or invoices (verify extensions, etc.)
41	Write receipts

TABLE XIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (General Office Clerk)
	Computation and Financial Recordkeeping (Continued)
40	Keep current files of invoices and purchase orders
37	Compute sales taxes
36	Deposit checks and/or cash in bank or cashier's office
34	Write checks
31	Cash checks

TABLE XIV

TASKS PERFORMED BY CLERK TYPISTS
ARRANGED IN CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
80	Type carbon copies
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type and/or rule tabular material (tables, columns, rows of figures)
69	Type labels individually
69	Type final copy from rough-draft copy
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
64	Type copy from unarranged copy Type copy from handwritten copy
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Typewriting (Continued)
62	Type manuscripts and/or reports (formal or informal)
61	Type correspondence, memos, and other items from form and rough draft required by employer
60	Compose copy at the typewriter
55	Type letters Type letters from unarranged copy Type on all kinds of letterheads and paper sizes Type two-page letters Type letters requiring display, technical, or numerical data Type business letters in various styles Type business letters using different kinds of punctuation Type letter parts--attention line, subject line, closing lines, reference initials, carbon copy notations, mailing notations, P.S., Enclosure
48	Make corrections with correction tape (requires no erasing) Realign copy that has been removed from machine
47	Clean typewriter Change ribbon
47	Type preprinted forms
47	Type statistical material
45	Type in outline form
41	Type postal cards
40	Type information on continuous roll tape (gummed back or self-sealing back)

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Clerk Typists)
	Typewriting (Continued)	
34	Type minutes or reports of meetings	
33	Type and correct spirit masters (e.g., Ditto masters)	
33	Type legal papers and forms	
32	Type on printed personnel forms	
31	Type and correct stencils (Mimeograph process)	
30	Type on printed purchase requisitions	
	Dictation and Transcription	
33	Transcribe machine-recorded dictation of letters and attachments	
32	Transcribe machine-recorded dictation for memos	
31	Transcribe machine-recorded dictation for rough drafts Transcribe machine-recorded dictation for manuscripts	
30	Transcribe machine-recorded dictation for reports	
	Clerical Duties	
95	Use telephone directory	
86	Use dictionary	

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Clerical Duties (Continued)
80	Look up names and addresses Make changes in names and addresses as they occur
79	Arrange papers or articles on/or in your own and/or your supervisor's desk
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Assemble and staple duplicated material
72	Change calendar daily
66	Run errands
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Clerical Duties (Continued)
56	Use U.S. Zip Code Directory
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily
52	Prepare requisitions
51	Use City Directory
50	Distribute supplies
49	Count items
49	Inspect material received for completeness, damages, etc.
47	Use other reference books or manuals not listed here
44	Make change
43	Process routine forms and requests
42	Use maps
41	Gather data to fill out questionnaires
40	Post notices--update bulletin boards
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Clerical Duties (Continued)
37	Get quotations on supplies (from supplier)
37	Use secretarial handbook
37	Dust employer's desk and keep employer's desk neat
35	Update office manual or instruction book for employees
34	Use technical manuals
31	Use U.S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.)
	Human Relations
88	Plan work and decide on priority of work for one's self
50	Coordinate with other personnel on various matters for employer
47	Collect money from office employees for various purposes
40	Direct servicemen on service calls
30	Notify and remind employees of immediately pending meeting
30	Counteract false reports which spread in organizations

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)
72	Take mail to mail room or mail box
70	Read incoming mail Make notes on incoming mail which superior should see Attach pertinent correspondence to incoming mail for superior to refresh his memory Read, underline, and annotate the mail
65	Sort mail (for different persons and/or in priority order)
64	Forward mail
55	Prepare and process outgoing mail Mark, attach, or enclose materials for outgoing mail Take mail to post office Determine use of special mail services Determine classes o mail
52	Use special mail services. Registered, certified, and special delivery. Sign for registered mail Process certified, special delivery, COD, and registered mail Have mail registered or certified Insure mail Use franking and penalty mail Obtain mailing material from post office (certified and registered mail stickers, rate sheets, etc.)

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Mailing (Continued)
48	Read outgoing mail to check up on information, etc.
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail) Package items for mailing Wrap and tie packages
40	Weigh items and calculate postal rates
38	Purchase postage Purchase money orders
37	Make up mailing list Revise mailing list Check mailing list Distribute mailing list
	Communications
95	Use telephone directory Use an alphabetic directory Use a classified directory Use "Information" services
92	Place outgoing telephone calls Place local telephone calls Place long-distance person-to-person calls Place long-distance station-to-station calls Become familiar with WATS service Follow [illegible] on written notices for meetings by telephone Process requests by telephone Call delinquent customer Call doctors, hospitals, police, fire department, and insurance carrier in emergencies Determine telephone service to be used Use proper procedure for direct-distance dialing

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Communications (Continued)
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of superiors
84	Maintain proper records of telephone communications Maintain record of long-distance calls Maintain record of all long-distance outgoing calls Maintain record of important incoming calls Use proper procedures for handling telephone messages Place telephone memoranda, messages, etc., where employer will see them Take complete telephone message
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Office Machines and Equipment
96	Operate typewriter (manual and electric)
70	Operate 10-key adding machine
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rullers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)
61	Operate calculators Change ribbon and tape Develop efficient production speed and accuracy
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
39	Operate rotary calculator
31	Clean and maintain office equipment other than typewriter
	Records Management
90	Locate, remove, and check out materials from files

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Clerk Typists)
	Records Management (Continued)	
84	Sort materials for filing Prepare materials for filing	
77	Make folders and folder labels for files	
75	Search for lost materials	
71	File materials by name of person (alphabetical)	
68	Revise files	
65	File materials by subject	
64	File materials by number	
61	Keep card indexes	
57	Dispose of records	
53	File materials by chronological order	
50	Handle cross references	
49	Keep tickler or follow-up files	
47	File materials by geographical locations	
43	Follow up released material	
34	Assign file numbers	

TABLE XIV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Clerk Typists)
	Computation and Financial Recordkeeping
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals
46	Compute percentage problems
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
42	Check bills and/or invoices (verify extensions, etc.)
37	Compute sales taxes

TABLE XV

TASKS PERFORMED BY MAIL CLERKS
ARRANGED IN CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type labels individually
68	Type cards (index cards, file cards, "address finder" cards, library cards, etc.)
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)
62	Type manuscripts and/or reports (formal or informal)
48	Make corrections with correction tape (requires no erasing) Realign copy that has been removed from machine
47	Clean typewriter Change ribbon
47	Type preprinted forms
45	Type in outline form

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Mail Clerks)

Typewriting
(Continued)

41 Type postal cards

40 Type information on continuous roll tape (gummed back or self-sealing back)

34 Type minutes or reports of meetings

32 Type on printed personnel forms

30 Type on printed purchase requisitions

Dictation and Transcription

None

Clerical Duties

95 Use telephone directory

86 Use dictionary

80 Look up names and addresses
Make changes in names and addresses as they occur

79 Arrange papers or articles on/or in your own and/or your supervisor's desk

77 Straighten up office

76 Dust office

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order)	(Mail Clerks)
	Clerical Duties (Continued)	
75	Look over notes and memos for the day	
74	Check on supplies (for re-ordering purposes)	
73	Make notes for the next day's work	
72	Assemble and staple duplicated material	
72	Change calendar daily	
66	Run errands	
64	Use company manuals	
63	Send out notices of any type	
62	Use office manuals	
61	Compare copy (one copy with another copy)	
60	Protect valuable and confidential material	
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)	
56	Compile periodic reports	
56	Use U.S. Zip Code Directory	
55	Get information from various departments needed for correspondence	
55	Change dates on rubber stamps or time stamp machine daily	
52	Prepare requisitions	

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Clerical Duties (Continued)
51	Use City Directory
50	Distribute supplies
49	Count items
49	Inspect material received for completeness, damages, etc.
47	Use other reference books or manuals not listed here
44	Make change
42	Use maps
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Use secretarial handbook
37	Dust employer's desk and keep employer's desk neat
35	Route shipments of materials (within office, between departments, etc.)
35	Review tickler file
35	Record daily attendance
34	Use technical manuals

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Clerical Duties (Continued)
31	Use U.S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.
	Human Relations
88	Plan work and decide on priority of work for one's self
50	Coordinate with other personnel on various matters for employer
47	Collect money from office employees for various purposes
40	Direct servicemen on service calls
30	Counteract false reports which spread in organizations
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)
72	Take mail to mail room or mail box
65	Sort mail (for different persons and/or in priority order)
64	Forward mail

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Mailing (Continued)
55	Prepare and process outgoing mail
	Mark, attach, or enclose materials for outgoing mail
	Take mail to post office
	Determine use of special mail services
	Determine classes of mail
52	Use special mail services. Registered, certified, and special delivery.
	Sign for registered mail
	Process certified, special delivery, COD, and registered mail
	Have mail registered or certified
	Insure mail
	Use franking and penalty mail
	Obtain mailing material from post office (certified and registered mail stickers, rate sheets, etc.)
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail)
	Package items for mailing
	Wrap and tie packages
40	Weigh items and calculate postal rates
38	Purchase postage
	Purchase money orders
37	Make up mailing list
	Revise mailing list
	Check mailing list
	Distribute mailing list

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Communications
95	Use telephone directory
	Use an alphabetic directory
	Use a classified directory
	Use "Information" services
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customers
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedures for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of superiors
84	Maintain proper records of telephone communication
	Maintain record of long-distance calls
	Maintain record of all long-distance outgoing calls
	Maintain record of important incoming calls
	Use proper procedures for handling telephone messages
	Place telephone memoranda, messages, etc., where employer will see them
	Take complete telephone message
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Communications (Continued)
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose busines reports of any kind
49	Compose written directions to co-workers
45	Make engagements and appointments for employer Arrange schedules and patients' appointments Arrange doctor/patient conferences Reschedule appointments
45	Send and receive telegrams and/or cablegrams
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone with proper identification Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully
	Office Machines and Equipment
96	Operate typewriter (manual and electric)
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machines, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, stylli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Office Machines and Equipment (Continued)
31	Clean and maintain office equipment other than typewriter
	Records Management
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing
77	Make folders and folder labels for files
75	Search for lost materials
71	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
64	File materials by number
61	Keep card indexes
57	Dispose of records
53	File materials by chronological order
50	Handle cross references
49	Keep tickler or follow-up files
47	File materials by geographical locations

TABLE XV (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Mail Clerks)
	Records Management (Continued)
43	Follow up released material
34	Assign file numbers
	Computation and Financial Recordkeeping
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
41	Write receipts

TABLE XVI

TASKS PERFORMED BY MACHINE TRANSCRIBERS
ARRANGED IN CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
80	Type carbon copies
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type and/or rule tabular material (tables, columns, rows of figures)
69	Type labels individually
69	Type final copy from rough-draft copy
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
62	Type fill-ins on duplicated letters or bulletins (form letters, etc.)
62	Type manuscripts and/or reports (formal or informal)
61	Type correspondence, memos, and other items from form and rough draft required by employer

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Typewriting (Continued)
60	Compose copy at the typewriter
55	Type letters Type letters from unarranged copy Type on all kinds of letterheads and paper sizes Type two-page letters Type letters requiring display, technical or numerical data Type business letters in various styles Type business letters using different kinds of punctuation Type letter parts--attention line, subject line, closing lines, reference initials, carbon copy notations, mailing notations, P.S., Enclosure
48	Make corrections with correction tape (requires no erasing) Realign copy that has been removed from machine
47	Clean typewriter Change ribbon
47	Type preprinted forms
47	Type statistical material
47	Type in outline form
41	Type postal cards
40	Type information on continuous roll tape (gummed back or self-sealing back)
34	Type minutes or reports of meetings
33	Type and correct spirit masters (e.g., Ditto masters)

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Typewriting (Continued)
33	Type legal papers and forms
32	Take dictation at the typewriter (type dictation as employer dictates)
32	Type on printed personnel forms
31	Type and correct stencils (Mimeograph process)
30	Type on printed purchase requisitions
	Dictation and Transcription
33	Transcribe machine-recorded dictation of letters and attachments
32	Transcribe machine-recorded dictation for memos
31	Transcribe machine-recorded dictation for rough drafts Transcribe machine-recorded dictation for manuscripts
30	Transcribe machine-recorded dictation for reports
	Clerical Duties
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Clerical Duties (Continued)
79	Arrange papers or articles on/or in your own and/or your supervisor's desk
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Assemble and staple duplicated material
72	Change calendar daily
66	Run errands
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)
56	Compile periodic reports

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Clerical Duties (Continued)
56	Use U. S. Zip Code Directory
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily
52	Prepare requisitions
51	Use City Directory
50	Distribute supplies
49	Count itmes
49	Inspect material received for completeness, damages, etc.
47	Use other reference books or manuals not listed here
44	Make change
42	Use maps
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Use secretarial handbook
37	Dust employer's desk and keep employer's desk neat
35	Route shipments of materials (within office, between departments, etc.

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Clerical Duties (Continued)
35	Review tickler file
35	Record daily attendance
34	Use technical manuals
31	Use U. S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.
	Human Relations
88	Plan work and decide on priority of work for one's self
50	Coordinate with other personnel on various matters for employer
47	Collect money from office employees for various purposes
40	Direct servicemen on service calls
30	Counteract false reports which spread in organizations
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
72	Take mail to mail room or mail box

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Mailing (Continued)
55	Prepare and process outgoing mail Mark, attach, or enclose materials for outgoing mail Take mail to post office Determine use of special mail services Determine classes of mail
52	Use special mail services. Registered, certified, and special delivery. Sign for registered mail Process certified, special delivery, COD, and registered mail Have mail registered for certified Insure mail Use franking and penalty mail Obtain mailing material from post office (certified and registered mail stickers, rate sheets, etc.)
48	Read outgoing mail to check up on information, etc.
45	Sign boss's mail (his signature)
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail) Package items for mailing Wrap and tie packages
40	Weigh items and calculate postal rates
38	Purchase postage Purchase money orders
37	Make up mailing list Revise mailing list Check mailing list Distribute mailing list

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Communications
95	Use telephone directory
	Use an alphabetic directory
	Use a classified directory
	Use "Information" service
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customers
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedure for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of superiors
84	Maintain proper records of telephone communication
	Maintain record of long distance calls
	Maintain record of all long-distance outgoing calls
	Maintain record of important incoming calls
	Use proper procedures for handling telephone messages
	Place telephone memoranda, messages, etc., where employer will see them
	Take complete telephone message
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Communications (Continued)
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone with proper identification Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully
	Office Machines and Equipment
96	Operate typewriter (manual and electric)
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Office Machines and Equipment (Continued)
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
31	Clean and maintain office equipment other than typewriter
	Records Management
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing
77	Make folders and folder labels for files
75	Search for lost materials
74	Transfer records to inactive files
71	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
64	File materials by number
61	Handle classified or confidential files

TABLE XVI (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Transcribers)
	Records Management (Continued)
61	Keep card indexes
57	Dispose of records
53	File materials by chronological order
50	Handle cross references
49	Keep tickler or follow-up files
47	File materials by geographical location
43	Follow up released material
34	Assign file numbers
	Computation and Financial Recordkeeping
95	Use addition
92	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals

TABLE XVII

TASKS PERFORMED BY OFFICE MACHINE OPERATORS
ARRANGED IN CLUSTERS

Percent of respondents performing	Task Clusters (arranged in descending order) (Machine Operators)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type labels individually
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
62	Type manuscripts and/or reports (formal or informal)
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)
54	Type interoffice memorandums
48	Make corrections with correction tape (requires no erasing) Realign copy that has been removed from machine
47	Type preprinted forms
47	Clean typewriter Change ribbon
45	Type in outline form

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Typewriting (Continued)
41	Type postal cards
40	Type information on continuous roll tape (gummed back or self-sealing back)
34	Type minutes or reports of meetings
33	Type and correct spirit masters (e.g., Ditto masters)
32	Type on printed personnel forms
31	Type and correct stencils (Mimeograph process)
30	Type on printed purchase requisitions
	Dictation and Transcription
	None
	Clerical Duties
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur
79	Arrange papers or articles on/or in your own and/or your supervisor's desk

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Clerical Duties (Continued)
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Change calendar daily
72	Assemble and staple duplicated material
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)
56	Use U. S. Zip Code Directory
56	Compile periodic reports
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Clerical Duties (Continued)
52	Prepare requisitions
51	Use city directory
50	Distribute supplies
49	Inspect material received for completeness, damages, etc.
49	Count items
47	Use other reference books or manuals not listed here
44	Make change
42	Use maps
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Dust employer's desk and keep employer's desk neat
37	Get quotations on supplies (from supplier)
37	Use secretarial handbook
35	Route shipments of materials (within office, between departments, etc.)
35	Review tickler file

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Clerical Duties (Continued)
35	Record daily attendance
34	Use technical manuals
31	Use U. S. Postal Manual (postage rates, types of mail)
31	Compile reports of all kinds
30	Arrange physical layout of office, pictures, furniture, draperies, etc.
	Human Relations
88	Plan work and decide on priority of work for one's self
50	Coordinate with other personnel on various matters for employer
47	Collect money from office employees for various purposes
40	Direct servicemen on service calls
30	Counteract false reports which spread in organizations
	Mailing
86	Address, fold, insert, and seal letters and then stamp envelopes
73	Open incoming mail Stamp incoming mail (as to date, time) Log incoming mail (in regular book)

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Mailing (Continued)
72	Take mail to mail room or mail box
64	Forward mail
55	Prepare and process outgoing mail Mark, attach, or enclose materials for outgoing mail Take mail to post office Determine use of special mail services Determine classes of mail
55	Pick up incoming and outgoing mail
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail) Package items for mailing Wrap and tie packages
50	Weigh items and calculate postal rates
37	Make up mailing list Revise mailing list Check mailing list Distribute mailing list
	Communications
95	Use telephone directory Use an alphabetic directory Use a classified directory Use "Information" service

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Communications (Continued)
92	Place outgoing telephone calls Place local telephone calls Place long-distance person-to-person calls Place long-distance station-to-station calls Become familiar with WATS service Follow up on written notices for meetings by telephone Process requests by telephone Call delinquent customer Call doctors, hospitals, police, fire department, and insurance carrier in emergencies Determine telephone services to be used Use proper procedure for direct-distance dialing
87	Give information in response to verbal inquiries
86	Carry out written or oral orders of instructions of superiors
84	Maintain proper records of telephone communication Maintain record of long-distance calls Maintain record of all long-distance outgoing calls Maintain record of important incoming calls Use proper procedures for handling telephone messages Place telephone memoranda, messages, etc., where employer will see them Take complete telephone messages
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Communications (Continued)
49	Compose written directions to co-workers
45	Send and receive telegrams and/or cable grams
43	Handle incoming telephone calls Keep record of local incoming calls Transfer telephone calls to another department Screen employer's calls Handle all telephone calls properly Learn the proper procedures for handling telephone calls Answer phone with proper identification Answer phone promptly Develop an attractive telephone voice Develop an appealing attitude in your voice Terminate calls tactfully
	Office Machines and Equipment
96	Operate typewriter (manual and electric)
76	Operate 10-key adding machine
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, date and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)
61	Change ribbon and tape
61	Develop efficient production speed and accuracy

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Office Machines and Equipment (Continued)
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
39	Operate rotary calculater
31	Clean and maintain office equipment other than typewriter
	Records Management
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing
77	Make folders and folder labels for files
75	Search for lost materials
74	Transfer records to inactive files
68	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
61	Handle classified or confidential files

TAPLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Records Management (Continued)
60	File materials by number
57	Dispose of records
53	File materials by chronological order
50	Handle cross references
49	Keep tickler or follow-up files
43	Follow up released material
34	Assign file numbers
	Computation and Financial Recordkeeping
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals
46	Compute percentage problems

TABLE XVII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (Machine Operators)
	Computation and Financial Recordkeeping (Continued)
45	Keep books and/or ledgers for any purpose
44	Make journal entries (any type of journal)
42	Check bills and/or invoices (verify extensions, etc.)
37	Compute sales taxes

TABLE XVIII

TASKS PERFORMED BY FILE CLERKS
ARRANGED BY CLUSTERS

Percent of respondents performing tasks	Task Clusters (arranged in descending order)
	Typewriting
91	Operate typewriter Use manual typewriter Use electric typewriter Use executive typewriter
87	Type addresses on envelopes and/or cards
78	Proofread typewritten copy
74	Erase carbon copies
74	Erase original copies
69	Type labels individually
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)
62	Type manuscripts and/or reports (formal or informal)
54	Type interoffice memorandums
48	Make corrections with correction tape (requires no erasing)
47	Type on preprinted forms
47	Clean typewriter Change ribbon

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Typewriting (Continued)
45	Type in outline form
41	Type postal cards
40	Type information on continuous roll tape (gummed back or self-sealing back)
34	Type minutes or reports of meetings
32	Type on printed personnel forms
30	Type on printed purchase requisitions
	Dictation and Transcription
	None
	Clerical Duties
95	Use telephone directory
86	Use dictionary
80	Look up names and addresses Make changes in names and addresses as they occur
79	Arrange papers or articles on/or in your own and/or your supervisor's desk

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Clerical Duties (Continued)
77	Straighten up office
76	Dust office
75	Look over notes and memos for the day
74	Check on supplies (for re-ordering purposes)
73	Make notes for the next day's work
72	Change calendar daily
72	Assemble and staple duplicated material
66	Run errands
64	Use company manuals
63	Send out notices of any type
62	Use office manuals
61	Compare copy (one copy with another copy)
60	Protect valuable and confidential material
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)
56	Compile periodic reports
56	Use U.S. Zip Code Directory

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Clerical Duties (Continued)
55	Get information from various departments needed for correspondence
55	Change dates on rubber stamps or time stamp machine daily
52	Prepare requisitions
51	Use City Directory
50	Distribute supplies
49	Inspect material received for completeness, damages, etc.
49	Count items
47	Use other reference books or manuals not listed here
44	Make change
42	Use maps
41	Gather data to fill out questionnaires
40	Post notices--update bulletin board
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.
38	Take inventory
37	Dust employer's desk and keep employer's desk neat
37	Get quotations on supplies (from supplier)

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Clerical Duties (Continued)
37	Use secretarial handbook
35	Route shipments of materials (within office, between departments, etc.)
35	Review tickler file
35	Record daily attendance
34	Use technical manuals
31	Use U.S. Postal Manual (postage rates, types of mail)
30	Arrange physical layout of office, pictures, furniture, draperies, etc.
	Human Relations
88	Plan work and decide on priority of work for one's self
50	Coordinate with other personnel on various matters for employer
47	Collect money from office employees for various purposes
40	Direct servicemen on service calls
30	Counteract false reports which spread in organizations

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Communications
95	Use telephone directory
	Use an alphabetic directory
	Use a classified directory
	Use "Information" service
92	Place outgoing telephone calls
	Place local telephone calls
	Place long-distance person-to-person calls
	Place long-distance station-to-station calls
	Become familiar with WATS service
	Follow up on written notices for meetings by telephone
	Process requests by telephone
	Call delinquent customer
	Call doctors, hospitals, police, fire department, and insurance carrier in emergencies
	Determine telephone service to be used
	Use proper procedure for direct-distance dialing
68	Give directions for work to be done by co-workers
62	Make recommendations for improvements in office procedures, routines, etc.
54	Instruct new employees (work procedures, job orientation, etc.)
50	Compose business reports of any kind
49	Compose written directions to co-workers
43	Handle incoming telephone calls
	Keep record of local incoming calls
	Transfer telephone calls to another department
	Screen employer's calls
	Handle all telephone calls properly
	Learn the proper procedures for handling telephone calls
	Answer phone with proper identification
	Answer phone promptly
	Develop an attractive telephone voice
	Develop an appealing attitude in your voice
	Terminate calls tactfully

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Office Machines and Equipment
96	Operate typewriter (manual and electric)
62	Operate small manual office equipment (scissors, paper punch, paper cutter, scotch tape dispenser, copy holder, postal scale, embossing machine, staple remover, staple gun, jogger, lettering guides, razor blades, rulers, compass, protractor, styli, shading plates, data and/or time stamp, rubber stamps, stamp pad, coffee pot, time clock, desks, tables and chairs, file cabinets)
50	Operate copying machines Prepare copy correctly Make a special master on a dry copy machine Make transparencies on a dry copy machine Make copies on a wet copy machine Make offset masters on a wet copy machine Use an electronic stencil cutter
	Records Management
90	Locate, remove, and check out materials from files
84	Sort materials for filing Prepare materials for filing
77	Make folders and folder labels for files
75	Search for lost materials
74	Transfer records to inactive files

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Records Management (Continued)
68	File materials by name of person (alphabetical)
68	Revise files
65	File materials by subject
63	Control and manage filing system
61	Keep card indexes
61	Handle classified or confidential files
60	File materials by numerical order
57	Dispose of records
53	Select and/or order filing equipment and supplies
53	File materials by chronological order
50	Handle cross-references
49	Keep tickler or follow-up files
43	Follow up released material
34	Assign file numbers
30	Install filing system

TABLE XVIII (continued)

Percent of respondents performing tasks	Task Clusters (arranged in descending order) (File Clerks)
	Computation and Financial Recordkeeping
95	Use addition
93	Use subtraction
89	Use multiplication
87	Use division
77	Use decimals
68	Use fractions
57	Convert decimals to fractions
53	Convert fractions to decimals

TABLE XIX

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
		Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Typewriting									
91	Operate typewriter	X	X	X	X	X	X	X	X	X
87	Type addresses on envelopes and/or cards	X	X	X	X	X	X	X	X	X
78	Proofread typewritten copy	X	X	X	X	X	X	X	X	X
74	Erase carbon copies	X	X	X	X	X	X	X	X	X
74	Erase original copies	X	X	X	X	X	X	X	X	X
69	Type labels individually	X	X	X	X	X	X	X	X	X
68	Type cards (index cards, file cards, "address finder" cards, library index cards, etc.)	X	X	X	X	X	X	X	X	X
62	Type fill-ins on duplicated letters or bulletins (form letter, etc.)	X	X	X	X	X	X	X	X	X
62	Type manuscripts and/or reports (formal and informal)	X	X	X	X	X	X	X	X	X
54	Type interoffice memoramdums	X	X	X	X	X	X	X	X	X
48	Make corrections with correction tape (requires no erasing)	X	X	X	X	X	X	X	X	X
47	Clean typewriter	X	X	X	X	X	X	X	X	X
47	Type preprinted forms	X	X	X	X	X	X	X	X	X
45	Type in outline form	X	X	X	X	X	X	X	X	X
41	Type postal cards	X	X	X	X	X	X	X	X	X
40	Type information on continuous roll tape	X	X	X	X	X	X	X	X	X

TABLE XIX (continued)

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS: Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Typewriting									
34	Type minutes or reports of meetings	X	X	X	X	X	X	X	X	X
32	Type on printed personnel forms	X	X	X	X	X	X	X	X	X
32	Type on printed purchase requisitions	X	X	X	X	X	X	X	X	X
80	Type carbon copies	X	X	X	X	X	.	X	.	.
69	Type and/or rule tabular material (tables, columns, rows of figures)	X	X	X	X	X	.	X	.	.
60	Compose copy at the typewriter	X	X	X	X	X	.	X	.	.
55	Type letters	X	X	X	X	X	.	X	.	.
47	Type statistical material	X	X	X	X	X	.	X	.	.
33	Type and correct spirit masters (e.g., Ditto masters)	X	X	.	X	X	.	X	X	.
31	Type and correct stencils (Mimeograph process)	X	X	.	X	X	.	X	X	.
69	Type final copy from rough-draft copy	X	X	.	X	X	.	X	.	.
64	Type copy from unarranged copy	X	X	X	X	X	.	.	.	.
61	Type correspondence, memos, and reports from rough drafts	X	X	.	X	X	.	X	.	.
33	Type legal papers and forms	X	X	.	X	X	.	X	.	.
32	Take dictation at the typewriter (type dictation as employer dictates)	X	X	.	.	.	.	X	.	.

TABLE XX

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
	Dictation and Transcription	Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
33	Transcribe machine-recorded dictation of letters and attachments	X	X	X	X	X	.	X	.	.
32	Transcribe machine-recorded dictation for memos	X	X	X	X	X	.	X	.	.
31	Transcribe machine-recorded dictation for rough drafts	X	X	X	X	X	.	X	.	.
30	Transcribe machine-recorded dictation for reports	X	X	X	X	X	.	X	.	.
55	Take dictation in shorthand and transcribe letters and attachments	X	X	.	X	.	.	.	.	.
54	Take dictation in shorthand and transcribe memos and reports	X	X	.	X	.	.	.	.	.
52	Take dictation in shorthand and transcribe rough drafts	X	X	.	X	.	.	.	.	.
32	Write shorthand (any system)	X	X	.	X	.	.	.	.	.

TABLE XXI

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
	Clerical Duties	Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
95	Using telephone directory	X	X	X	X	X	X	X	X	X
86	Use dictionary	X	X	X	X	X	X	X	X	X
80	Look up names and addresses	X	X	X	X	X	X	X	X	X
79	Arrange papers and articles on/or in your own and/or your supervisor's desk	X	X	X	X	X	X	X	X	X
77	Straighten up office	X	X	X	X	X	X	X	X	X
76	Dust office	X	X	X	X	X	X	X	X	X
75	Look over notes and memos for the day	X	X	X	X	X	X	X	X	X
74	Check on supplies (for re-ordering purposes)	X	X	X	X	X	X	X	X	X
73	Make notes for the next day's work	X	X	X	X	X	X	X	X	X
72	Assemble and staple duplicated material	X	X	X	X	X	X	X	X	X
72	Change calendar daily	X	X	X	X	X	X	X	X	X
66	Run errands	X	X	X	X	X	X	X	X	X
64	Use company manuals	X	X	X	X	X	X	X	X	X
63	Send out notices of any type	X	X	X	X	X	X	X	X	X
62	Use office manuals	X	X	X	X	X	X	X	X	X
61	Compare copy (one copy with another copy)	X	X	X	X	X	X	X	X	X
60	Protect valuable and confidential material	X	X	X	X	X	X	X	X	X

TABLE XX! (continued)

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task) Clerical Duties	OCCUPATIONS: Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
58	Keep desks equipped with office supplies (sharpened pencils, ink in pens, etc.)	X	X	X	X	X	X	X	X	X
56	Compile periodic reports	x	x	x	x	x	x	x	x	x
56	Use U.S. Zip Code Directory	X	X	X	X	X	X	X	X	X
55	Change dates on rubber stamps or time stamp machine daily	X	X	X	X	X	X	X	X	X
55	Get information from various departments needed for correspondence	X	X	X	X	X	X	X	X	X
52	Prepares requisitions	X	X	X	X	X	X	X	X	X
51	Use City Directory	X	X	X	X	X	X	X	X	X
50	Distribute supplies	X	X	X	X	X	X	X	X	X
49	Count items	X	X	X	X	X	X	X	X	X
49	Inspect material received for completeness, damages, etc.	X	X	X	X	X	X	X	X	X
47	Use other reference books or manuals not listed here	X	X	X	X	X	X	X	X	X
44	Make change	X	X	X	X	X	X	X	X	X
42	Use maps	X	X	X	X	X	X	X	X	X
40	Post notices--update bulletin board	X	X	X	X	X	X	X	X	X
39	Check money orders, checks, etc., as to amounts, dates, signatures, etc.	X	X	X	X	X	X	X	X	X
38	Take inventory	X	X	X	X	X	X	X	X	X
37	Dust employer's desk and keep employer's desk neat	X	X	X	X	X	X	X	X	X
37	Get quotations on supplies (from supplier)	X	X	X	X	X	X	X	X	X

TABLE XXI (continued)

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
	Clerical Duties	Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
37	Use secretarial handbook	X	X	X	X	X	X	X	X	X
35	Record daily attendance	X	X	X	X	X	X	X	X	X
35	Review tickler file	X	X	X	X	X	X	X	X	X
35	Route shipments of materials (within office, between departments, etc.)	X	X	X	X	X	X	X	X	X
34	Use technical manuals	X	X	X	X	X	X	X	X	X
31	Use U.S. Postal Manual (postage rates, types of mail)	X	X	X	X	X	X	X	X	X
30	Arrange physical layout of office, pictures, furniture, draperies, etc.	X	X	X	X	X	X	X	X	X
43	Process routine forms and requests	X	X	X	X	X	.	.	.	.
41	Gather data to fill out questionnaires	X	X	X	X	X	.	.	.	.
35	Updates office manual or instruction book for employees	X	X	X	X	X	.	.	.	.
65	Order supplies of various kinds for the office (from suppliers or central supply department)	X	X	.	X	.	.	.	.	.
54	Select or order typewriting supplies and equipment (ribbons, erasers, etc.	X	X	.	X	.	.	.	.	.
50	Select or order proper typewriting paper and carbon paper	X	X	.	X	.	.	.	.	.
34	Order and distribute supplies	X	X	.	X	.	.	.	.	.

TABLE XXII

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
		Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Human Relations									
88	Plan work and decide on priority of work for one's self	X	X	X	X	X	X	X	X	X
50	Coordinate with other personnel on various matters for employer	X	X	X	X	X	X	X	X	X
47	Collect money from office employees for various purposes	X	X	X	X	X	X	X	X	X
40	Direct servicemen on service calls	X	X	X	X	X	X	X	X	X
30	Counteract false reports which spread in organizations	X	X	X	X	X	X	X	X	X
30	Notify and remind employees of immediately pending meeting	X	X	X	X	X	.	.	.	.
43	Screen visitors or people who want to see your employer	X	X	X	X	.	.	.	.	.
78	Direct people to proper offices and act as a guide for visitors	.	X	X	X	.	.	.	.	.
72	Hear and answer customer complaints	.	X	X	X	.	.	.	.	.
70	Greet callers	.	X	X	X	.	.	.	.	.
67	Make employer and client introductions	.	X	X	X	.	.	.	.	.
53	Remind employer of engagements, dates, things to do, etc.	.	X	X	X	.	.	.	.	.
48	Arrange reception room and serve coffee or refreshments to employer, employees, and guests	.	X	X	X	.	.	.	.	.

TABLE XXII (continued)

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS: Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Human Relations									
39	Receive callers	.	X	X	X	.	.	.	.	.
44	Plan for and distribute work among other employees and follow up on unfinished work	.	X	.	.	.	.	.	.	.
31	Manage office and supervise other employees	.	X	.	.	.	.	.	.	.

TABLE XXIII

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS: Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Mailing									
86	Address, fold, insert, and seal letters	X	X	X	X	X	X	X	X	.
72	Take mail to mail room or mail box	X	X	X	X	X	X	X	X	.
55	Prepare and process outgoing mail	X	X	X	X	X	X	X	X	.
40	Prepare daily bulk mailings (includes stuffing, sorting, bundling, and/or labeling outgoing bulk mail)	X	X	X	X	X	X	X	X	.
40	Weigh items and calculate postal rates	X	X	X	X	X	X	X	X	.
37	Make up mailing list	X	X	X	X	X	X	X	X	.
73	Open incoming mail	X	X	X	X	X	X	.	X	.
64	Forward mail	X	X	X	X	X	X	.	X	.
55	Pick up incoming and outgoing mail	X	X	X	X	X	X	.	X	.
52	Use special mail services	X	X	X	X	X	X	X	.	.
38	Purchase postage	X	X	X	X	X	X	X	.	.
65	Sort mail (for different persons and/or in priority order)	X	X	X	X	X	X	.	.	.
70	Read incoming mail	X	X	X	X	X	.	.	.	.
48	Read outgoing mail to check up on information, etc.	X	X	.	X	X	.	X	.	.
45	Sign boss' mail (his signature)	X	X	X	X	.	.	X	.	.

TABLE XXIV

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS: Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Communications									
95	Use telephone directory	X	X	X	X	X	X	X	X	X
92	Place outgoing telephone calls	X	X	X	X	X	X	X	X	X
87	Give information in response to verbal inquiries	X	X	X	X	X	X	X	X	X
86	Carry out written or oral orders of instructions of superiors	X	X	X	X	X	X	X	X	X
84	Maintain proper records of telephone communication	X	X	X	X	X	X	X	X	X
68	Give directions for work to be done by co-workers	X	X	X	X	X	X	X	X	X
62	Make recommendations for improvements in office procedures, routines, etc.	X	X	X	X	X	X	X	X	X
54	Instruct new employees (work procedures, job orientation, etc.)	X	X	X	X	X	X	X	X	X
50	Compose business reports of any kind	X	X	X	X	X	X	X	X	X
49	Compose written directions to co-workers	X	X	X	X	X	X	X	X	X
43	Handle incoming telephone calls	X	X	X	X	X	X	X	X	X
45	Send and receive telegrams and/or cablegrams	X	X	X	X	.	.	.	X	.
45	Make engagements and appointments for employer	X	X	X	X	.	.	.	.	.
74	Compose all types of written correspondence	X	X	.	X	.	.	.	.	.

TABLE XXV

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
		Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Office Machines and Equipment									
96	Operate typewriter (manual and electric)	X	X	X	X	X	X	X	X	X
62	Operate small manual office equipment	X	X	X	X	X	X	X	X	X
50	Operate copying machines	X	X	X	X	X	.	X	X	X
31	Clean and maintain office equipment other than typewriter	X	X	.	X	X	X	X	X	.
70	Operate 10-key adding machine	X	X	X	X	X	.	.	X	.
61	Operate calculators	X	X	X	X	X	.	.	X	.
39	Operate rotary calculators	X	X	X	X	X	.	.	X	.

TABLE XXVI

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
	Records Management	Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
90	Locate, remove, and check out materials from files	X	X	X	X	X	X	X	X	X
84	Sort materials for filing	X	X	X	X	X	X	X	X	X
77	Make folders and folder labels for files	X	X	X	X	X	X	X	X	X
75	Search for lost materials	X	X	X	X	X	X	X	X	X
71	File materials by name of person (alphabetical)	X	X	X	X	X	X	X	X	X
68	Revise files	X	X	X	X	X	X	X	X	X
65	File materials by subject	X	X	X	X	X	X	X	X	X
64	File materials by number	X	X	X	X	X	X	X	X	X
61	Keep card indexes	X	X	X	X	X	X	X	X	X
57	Dispose of records	X	X	X	X	X	X	X	X	X
53	File materials by chronological order	X	X	X	X	X	X	X	X	X
50	Handle cross references	X	X	X	X	X	X	X	X	X
49	Keep tickler or follow-up files	X	X	X	X	X	X	X	X	X
47	File materials by geographical location	X	X	X	X	X	X	X	X	X
43	Follow up released material	X	X	X	X	X	X	X	X	X
34	Assign file numbers	X	X	X	X	X	X	X	X	X
74	Transfer records to inactive files	X	X	.	X	.	.	X	X	X

TABLE XXVI (continued)

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
		Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Records Management									
61	Handle classified or confidential files	X	X	.	X	.	.	X	.	X
53	Control and manage filing system	X	X	.	X	.	.	.	.	X
53	Select and/or order filing equipment and supplies	X	X	.	X	.	.	.	.	X
30	Install filing system	X	X	.	X	.	.	.	.	X

TABLE XXVII

TASKS PERFORMED IN SELECTED OFFICE OCCUPATIONS

Percent of respondents performing tasks	TASKS (arranged in descending order of occupations performing task)	OCCUPATIONS								
		Stenographer	Secretary	Receptionist	Off. Clerk	Clerk Typist	Mail Clerk	Mach. Trans.	Mach. Oper.	File Clerk
	Computation and Financial Recordkeeping									
95	Use addition	X	X	X	X	X	X	X	X	X
93	Use subtraction	X	X	X	X	X	X	X	X	X
89	Use multiplication	X	X	X	X	X	X	X	X	X
87	Use division	X	X	X	X	X	X	X	X	X
77	Use decimals	X	X	X	X	X	X	X	X	X
68	Use fractions	X	X	X	X	X	X	X	X	X
57	Convert decimals to fractions	X	X	X	X	X	X	X	X	X
53	Convert fractions to decimals	X	X	X	X	X	X	X	X	X
45	Keep books and/or ledgers for any purpose	X	X	X	X	X	X	.	X	.
44	Make journal entries (any type of journal)	X	X	X	X	X	X	.	X	.
46	Compute percentage problems	X	X	X	X	X	.	.	X	.
42	Check bills and/or invoices (verify extensions, etc.)	X	X	X	X	X	.	.	X	.
37	Compute sales taxes	X	X	X	X	X	.	.	X	.
41	Write receipts	X	X	X	X	.	X	.	.	.
40	Keep current files of invoices and purchase orders	X	X	.	X	.	.	.	.	X
36	Deposit checks and/or cash in bank or cashier's office	X	X	X	X	.	.	.	.	.
34	Write checks	X	X	X	X	.	.	.	.	.
31	Cash checks	X	X	X	X	.	.	.	.	.

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